

Position Description – Civilian Grades 18-20 (Lead Systems)

Position	Senior Engineer
Position number	50694
Unit	Information Command (INFOCOM)
Location	Petone
Reports to	Manager Senior Engineering
Direct reports	Nil
Grade	19
Security clearance	TSSV
Date completed	March 2026

About the New Zealand Defence Force

The New Zealand Defence Force's central mission is to contribute to the defence, security and well-being of Aotearoa / New Zealand. As a modern, professional military, it is our goal to maintain well trained, equipped and disciplined armed forces that can react to crisis at short notice. Therefore, we lead, train and equip our sailors, soldiers and aviators for action in the most demanding environments, so they are ready and able to protect New Zealand's interests.

Although we are prepared for combat, our technical skills, professional training, and high-end military equipment lend versatility to a range of security and humanitarian tasks. Our Defence Force is constantly working in partnership with many other government agencies, helping people and protecting our territory and our oceans. We are also striving as a Defence Force to work smarter and it is our purpose to continuously find ways to be better at what we do.

As the nature of combat and our other roles change, we are adapting and planning for the future. All of this is a collective effort, and together we, as members of the Regular Forces, Reserve Forces and Civil Staff – are greater than the sum of our individual parts. **Together we are a Force for New Zealand.**

Unit Purpose

Vice Chief of Defence Force

VCDF is an integrated team that secures, connects, informs and sustains our NZDF people and outputs they deliver as He Mana Mo Aotearoa – a Force for New Zealand. Our core task is to support and empower military outcomes across the domains, environments and locations that the NZDF operates in. This focus is what drives us, and we are unashamedly passionate about our role in enabling the NZDF for operational success.

NZDF Information Environment and Information Command | Te Pou Hangarau Matahiko Unit Purpose

The NZDF Information Environment consists of the data and information used by the NZDF for its internal and external activities and military operations, along with how this data and information is created, captured, shared, exploited, protected, stored, and archived in and across all security domains.

The **purpose** of Information Command (INFOCOM) is to achieve information advantage in support of Aotearoa New Zealand interests.

The goals of INFOCOM are:

- **Information Advantage**

The NZDF can gain and sustain the initiative in terms of situational understanding, decision making, and relevant actor behaviour in support of NZ interests.

- **Modern information warfare capabilities**

The NZDF can safeguard access to the electromagnetic spectrum and cyberspace while weakening or depriving the adversary's ability to control information.

- **Robust digital ecosystem**

The NZDF operates within an inter-connected, resilient and trusted digital environment.

- **Modern digital capabilities**

The NZDF has flexible, secure, and connected data and digital capabilities, and a workforce capable of exploiting them.

Information Command | Te Pou Hangarau Matahiko - People and Culture

INFOCOM's culture starts with our people and is strengthened through our NZDF values, shared identity, and our deep connection to supporting our soldiers, sailors and aviators.

By joining our team, you will help strengthen INFOCOM's shared purpose by upholding our culture and behaviours every day - helping people feel valued, connected, and empowered while fostering trust, belonging, and a shared drive for success.

Position Purpose

The Senior Engineer works within an interdisciplinary product team, providing technical leadership and guidance for the delivery of NZDF ICS. They work with flexibility and agility as required to collectively plan, develop and sustain the products that enable NZDF mission outcomes.

The Senior Engineer provide senior level expertise and oversight to the configuration, implementation and integration of solutions within the Defence Information Environment (DIE). Further, they oversee and ensure the ongoing support of these solutions to facilitate and protect their effective use and availability.

While technical, they operate with a customer centric attitude and engage with end-users to ensure the optimal performance of solutions. They work collaboratively with allies, vendors, subject matter experts, and the wider defence force to resolve issues and implement approved functionality requests.

As a senior position, they will coach and assist team members in the use of internal processes, and provide technical leadership and guidance.

Key Activities

Major Area of Work	Deliverables/Outcomes
Solution Implementation, Support and Sustainment	• Develop and maintain a strong understanding of the systems and solutions that support NZDF [Command and Control, and Intelligence / relevant domain]. • Stay up-to-date on relevant technological trends, as well as the changing demands of NZDF. • Use their expertise knowledge of the technology stack to configure / assemble / build systems and solutions. • Provide senior support and oversight to the implementation and integration of solutions (both bespoke and off-the-shelf) within the DIE. • Provide senior support and oversight to the routine monitoring and maintenance of solutions while in operation. • Create system design models, specifications, diagrams, and charts to provide direction to development teams. • Establish effective working relationships and work closely with the Defence Cyber Security Centre (DCSC) to understand security requirements for solutions / products.



	• Establish effective working relationships and work closely with the Defence Information Communication Services Operation Centre (DISOC) as the first point of contact for the end-users. Act as the escalation point for any second-third level support requests. • Work collaboratively with the DISOC to understand any urgent issues and apply temporary measures as required to ensure continued availability of solutions. • Ensure correct diagnostic techniques are applied, working collaboratively with the DISOC, relevant subject matter experts, and/or the customer to identify underlying problem(s). Assess the problem(s) to identify the most appropriate solution and the resources required to solve the problem(s). • Ensure that proper procedure and documentation is formalised and added to the knowledge base. • Where an issue or work request requires fourth level technical support, ensure appropriate escalation procedures are followed, provide support where required and track issues / work requests through to their resolution. • Ensure that standard operating procedures (SOPs) and other support and sustainment material is developed and kept current.
Stakeholder Engagement and Advice	• Provide technical insights / guidance to NZDF stakeholders and initiatives on solution procurement and / or development, and the use of existing Service Catalogue offerings. • Contribute to the development of learning solutions, user manuals and guidelines, to enable end users to operate and utilise solutions.
Leadership and Role Modelling	• Provide on the job training and guidance to new hires and / or other team members. • Encourage a positive work culture that enables staff to deliver results, drives a high achievement mind-set, encourages collaboration and inclusion, while maintaining a mission-focus. • Lead and support staff in line with agreed performance development frameworks.
General Duties	• Adhere to the Defence Professional Development Framework (DPDF). Actively consider the DPDF to enable your personal development and when managing the people and resources made available to you. • Adhere to NZDF's policies, guidelines and delegations (including but not limited to risk, financial and commercial management). • Participate in projects and governance groups providing a balanced view of risk and opportunities to support programmes of work and governance decisions. • Contribute to work that is being led by others by providing accurate, objective analysis and advice within specified timeframes. • Any other duties as may reasonably be required.
Health and Safety	• Demonstrate commitment to workplace health and safety practices. • Promote and support initiatives that contribute to a healthy and safe working environment for staff, visitors, contractors and other workers. • Ensure compliance and encourage engagement with health and safety policy and procedures, including accident and incident reporting and investigation, hazard identification and risk management, induction, training and supervision, worker participation and contractor management. • Ensure effective consultation, cooperation, and coordination where there are overlapping unit / PCBU health and safety duties.



Key Working Relationships

Internal	• All functions within the domain. • Appropriate units within INFOCOM . • Appropriate NZDF Branches and Services.
External	• Allies and Partners. • Industry and ICT Vendors. • Other New Zealand government agencies as appropriate.

Financial Delegations

- N/A

Decision Making Authority

- Authority to act and delegate as defined in the NZDF delegations framework.
- As directed by Director of the Portfolio and required by agile ways of working.

Personal Specifications

To succeed in the position you must have the following:

Knowledge and Skills	• Thorough knowledge of the relevant functional area. • In-depth understanding of the Software Development Lifecycle (SDLC) and / or product lifecycle. • Expertise in relevant engineering tools and methodologies. • Senior level knowledge and experience in problem assessment and diagnostic techniques. • Strong and demonstrated written and oral communication skills. • Experience working within an agile environment highly desirable. • Ability to learn and adapt, work in flexible teams and adapt ways of working. • Supportive of continual improvement activities, with a learning mind-set.
Experience Level	• 6+ years' work experience in the relevant functional area and or using the relevant technologies. • Experience within a software development or business solutions environment. • Experience in an environment of similar size and complexity is preferable.
Qualifications and Courses	• Relevant Tertiary qualification or equivalent combination of industry certifications and work experience.
Specific Job Requirements	• May be required to be available outside core hours. • Will be required to work within different team constructs comprising various knowledge and skills. • Obtain and maintain the required Clearance.



- Must be willing to travel within New Zealand and overseas.
- Roles may be required to work in an on call or on-site capacity as business needs require.

NZDF Defence Professional Development Framework (DPDF) – *the over-arching holistic framework for the progressive and ongoing development of successful members.*

The following Behavioural Competencies are required to be exhibited at Civilian Grades 18-20 (Lead Systems):

DPDF Foundation Components	Live the Ethos and Values The NZDF values are at the heart of what the NZDF does. Strong values are prioritised, defended and something individuals least want to sacrifice. Values influence goals and form the touchstone for decision making. Internalising these values, modelling them, and instilling them in the everyday lives of the people within the workplace is a core responsibility of NZDF members. There are three key components within Live the Ethos and Values: • Model the NZDF Ethos and Values 24/7. • Model Self Awareness and Self Control. • Respond with Courage and Integrity to Ethically Challenging Environments.
	Leadership Key to leader effectiveness at this level is the shift from reacting to problems to thinking ahead and establishing long-term plans. Leaders are required to balance multiple and conflicting demands – from within and from external stakeholder groups. Resources must be allocated in the face of scarcity and competing priorities. Leaders at this level and above must accept that at all times they will be visible and looked to as a role model. Their actions and behaviours have an impact on the culture of their organisation. Leaders must be thinking in terms of outcomes that can be sustained over a number of years and have analysed the potential unintended outcomes of their decisions. Leaders at this level play a critical role in translating higher level strategy into operational and tactical intent and are a key conduit of change within the organisation. Successful leaders at this level develop and maintain effective networks across the organisation. A mark of success will be the development of leadership depth within the members they lead.
	Professional Expertise The third component making up the DPDF foundation is Professional Expertise - the ongoing development of NZDF members to enable them to become effective, adaptable, innovative and knowledgeable in an ever changing global environment. Professional Expertise is achieved through training, education, practical 'on-the-job' experience, coaching and mentoring, assessment and self-development.
Live the Ethos and Values	• Role models a high level understanding of self awareness and self management; maintains effective performance under significant pressure. • Deals with challenging and ambiguous dilemmas in an effective manner. • Vividly describes the organisational ethos and values in a way that helps others see and feel how they support the NZDF's vision. • Manages own response to stress in order to maintain ability to reason, including career dissonance and dilemmas.
Leadership	Think Smart • Accurately determines and analyses the immediate, subsequent and potential unintended consequences of decisions.



	- Improvises with limited resources. Employs and encourages creative thinking in the face of challenge; is bold in employing new solutions. - Demonstrates effectiveness, balancing multiple requirements in ambiguous, complex, and rapidly unfolding environments. - Reviews and argues the merits of competing solutions in a systems context. - Delegates low-level decision-making: pushes decisions back down that have been inappropriately escalated. - Creates systems to identify and monitor potential problems. Detects and counters biases in organisational systems. - Synchronises command decisions through multiple levels. - Delivers outcomes in which sustained success will be determined over years rather than weeks or months. Recognises when, and is prepared to, sacrifice short-term goals for long-term gains. Develops futuristic thinking in staff.
	Influence Others - Proactively builds strong relationships with other leaders at their level. - Actively monitors leader workloads and intervenes when appropriate. - Provides a clear and accurate picture upwards of their unit's capability when pressure is impacting, or has the potential to impact, key outcomes.

Leadership	- Identifies and builds trusting relationships with key influencers, local networks, and hierarchies without compromising the mission or the values. Ensures their teams operate in ways that build trust and connections. - Makes certain their strategy takes into account the culture within which they are working. Analyses key political drivers and culturally significant information, and updates their strategy as appropriate. - Ensures their actions complement and or support the role and contribution of other units, and ultimately the collective mission. Proactively coordinates with other unit leaders to more efficiently achieve individual and collective outcomes. - Pro-actively manages conflict situations. Develops and present solutions that aim to prevent escalation. Diffuses tension between groups by meeting with key members.
	Develop Teams - Visits, asks questions and ensures they are familiar with the environment, and opportunities and challenges are being experienced at all levels of their unit. - Clearly articulates the purpose and mission of their teams. - Dedicates time to diagnose, reflect on, and make improvements to the leadership team relationships. - Prioritises time and resources to support team development opportunities.
	Develop Positive Culture - Uses their experience to develop others' knowledge and skills in applied leadership. Coaches their leaders in the teaching of functional leadership. - Invests time and effort to develop a 'strong leadership bench' and succession plan. Coaches leaders to ensure they develop challenging and satisfying career paths that encourage talent to remain within the NZDF. - Ensures leaders allocate time to their leadership tasks in addition to their technical tasks. - Coaches subordinates in the development of their strategic thinking by debriefing their choices and mistakes in the context of the longer term. - Develops and supports a culture that is "risk aware, not risk averse". - Coaches and mentors their reports to take culture seriously as a leadership tool. Recognises and supports behaviours that reinforce positive organisational culture. - Contributes to the planning and alignment of change plans with strategic objectives. Analyses and evaluates change from a systems perspective. - Expects, recognises and responds to resistance to change. Takes ownership of change success, and communicates change with positivity and focus.



	Leads change implementation, measures change progress, and maintains the momentum of change initiatives.
	Mission Focus - Contributes to their leader's strategic planning. - Vividly describes the NZDF strategic vision. - Develops a concise and workable plan to deliver their unit's capability in accordance with their leader's intent. - Ensures their plans are aligned across their wider unit and aligned with their unit's vision and long-term goals. - Guides their subordinate leaders in finding their own solutions to remove barriers to achieving objectives. - Translates strategic concepts into operational and tactical language that is meaningful to all members within their organisation.

Professional Expertise	At this level Civilian Grade 18-20 members are expected to have mastered the following competencies:
	Resource Management - Demonstrates logical planning skills to maximise resources and efficiencies, and minimise risk. They effectively and efficiently manage work flow, maintain work standards, and use delegation to enhance individual and organisational performance.
	In addition to displaying the above competencies and the competency expectations of lower grades, to succeed in the position Civilian Grade 18-20 members must also display the following competencies:
	Performance Management - Proactively manage the performance of their subordinates, setting realistic performance objectives and remaining informed about progress towards achieving them. They display an understanding of performance reporting systems and mechanisms, using these to address performance concerns as a means of development. <i>Performance Management</i> at this level can be demonstrated as follows: - Displays a range of performance management skills. <i>Displays an understanding of performance reporting systems and mechanisms.</i> <i>Uses SMART goal setting.</i> <i>Works with direct reports to establish development plans.</i> <i>Sets clear expectations of performance and encourages questions to ensure understanding.</i>

Professional Expertise	- Proactively manages the performance of their subordinates. <i>Works with immediate subordinates to set meaningful performance objectives and identify SMART measures for evaluating achievement.</i> <i>Provides specific, honest and ongoing feedback on performance.</i> <i>Tracks performance against skill attainment and objective achievement.</i> <i>Holds regular formal discussions with direct reports to discuss progress towards objectives and evaluate performance.</i> - Addresses performance concerns. <i>Promptly and directly addresses poor performance.</i> <i>Manages performance concerns through to resolution.</i> <i>Uses formal performance improvement processes when necessary.</i>
	Organisational Awareness - Displays a sound understanding of the NZDF vision, goals, mission and outputs, and work to position the NZDF as a " Force for New Zealand ". They demonstrate an awareness of governance structures, systems and practices, and show an appreciation for the cultural diversity of the organisation through their interaction with others. Organisational Awareness is equally applicable in both operational and non-operational contexts. <i>Organisation Awareness</i> can be demonstrated as follows: Understands NZDF as an organisation (both in operation and non-operational environments).



	○ <i>Understands the components of organisational and institutional make-up.</i> ○ <i>Demonstrates an awareness of governance structures, systems and practices.</i> ● Shows an appreciation for cultural diversity. ○ <i>Demonstrates knowledge of the key values and customs that underpin Maori society and the role within NZDF.</i> ○ <i>Understands and engages with the issues of principle associated with the Treaty of Waitangi.</i> ○ <i>Demonstrates NZDF commitment to respecting cultural values within the Service and through employment practices.</i> ● <i>Takes cultural perspectives into account when developing and implementing organisational policies.</i>
	Personal Communications – Communicates with impact. They are articulate, displaying well-developed listening skills, questioning techniques, written communication, public speaking ability and presentation skills. They communicate with dignity and diplomacy to inspire and build confidence in others. Personal Communication can be demonstrated as follows: ● Public Communication. ○ <i>Prepares and present presentations to a range of audiences.</i> ○ <i>Uses communication as a strategic tool for positioning key messages regarding NZDF activities.</i>

Signatures

Position Holder's Name		
Signature		Date: ____ / ____ / 20____